

Chargebacks > Chargeback details

# Chargeback details

Receiving Accuracy ASN compliance defect No Dispute

## Summary



Chargeback ID  
102415856981

Defect quantity  
1

Pallet ID or box ID  
ffd8d55e-d7da-4d49-ac13-89bbe8981f50

Defect root cause  
Late ASN

Chargeback amount USD **1.4**

ASIN  
B01M7R6SFU

Purchase order  
6UFY9RWT

Need help? Chat with us.



### What caused the chargeback?

Your purchase order: **6UFY9RWT**, ASIN: **B01M7R6SFU**, received on **2026-03-18T20:18:36**, has the following labels: **"{"Carton Label":{"SSCC:6757167201251525},{PRO:1Z8R7F310391299806}"}**".

Your advance shipment notification (ASN) **{ASN\_ID:48097367702,Ver:1,Status:SENT,Struct:SOP}** was last updated on **2026-03-24**.

The event has triggered an ASN DEFECT infraction, which resulted in this chargeback.

### What did you do to cause the defect, and what is the benefit of fixing this defect?

We received your ASN after we received your shipment.

A late ASN hinders our ability to accurately match our receipts with the correct PO:ASIN, which could affect our operations and the invoice shortage quantity (ISQ).

### How can you prevent this chargeback?

To prevent this chargeback, you must provide an ASN before the shipment arrives at the fulfillment center.

### How did we decide your chargeback amount?

We charge 2% of the COGS for trailing 12 week defect rate less than 5%.

We charge 4% of the COGS for trailing 12 week defect rate between 5% and 30%.

We charge 6% of the COGS for trailing 12 week defect rate greater than 30%.

Your weekly defect rate is **0**.

### Supporting evidence

Shipment: **9940210003999**

Amazon image:

**[{"imageId":"JVL1PID120260318201821433","imageType":"CARTON","imageSource":"PID"}]**

ASN - ARN/BOL/PRO:

**{ASN\_ID:48097367702,ShipperID:300114347,ARN:42028341071,PRO:1z8r7f310391299806,BOL:0675716 UUID:a4ce7b1e-457e-b9fa-8800-49856b91d6c6}**

Date of receipt: **2026-03-18T20:18:36**

Purchase order: **6UFY9RWT**

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FEEDBACK